1   Now, having described our invention, what we claim is:

2   1.   An interactive system for obtaining equipment information, symptoms and

3   service requests from a customer and developing mechanics' work orders for

4   equipment, comprising:

5   interactive input, display and storage means for querying said customer,

6   receiving inputs and storing the provided information;

7   central processing unit means for ordering the successive presentation of

            appropriate queries on said display means;

            compiling means programmed to utilize Boolean logic compilation

        steps to summarize inputs received from said customer and to develop said

        work orders; and printing means to print work orders for both said customer

        and said mechanics.

2   An interactive system for obtaining vehicle information, symptoms and service

requests from a customer and developing mechanics' work orders for equipment,

comprising:

        interactive input, display and storage means for querying said customer,

17   receiving inputs and storing the provided information;

18   central processing unit means for ordering the successive presentation of

19   appropriate queries on said display means;

20   compiling means to summarize inputs received from said customer

21   and to develop said work orders; and printing means to print work orders for

22   both said customer and said mechanics.

1   3.   An interactive system for obtaining automobile information, symptoms and

2   service requests from a customer and developing mechanics' work orders for said

3   automobile, comprising:

4   interactive input, display and storage means for querying said customer,

5   receiving inputs and storing the provided information;

6   central processing unit means for ordering the successive presentation of

7   appropriate queries on said display means;

           compiling means programmed to utilize Boolean logic compilation steps

    to summarize inputs received from said customer and to develop said work

    orders; and printing means to print work orders for both said customer

           and said mechanics.

4.   An interactive system for obtaining automobile information, symptoms and

service requests from a customer and developing mechanics' work orders for

equipment, comprising:

           interactive input, display and storage means for querying said customer,

17   receiving inputs and storing the provided information;

18   central processing unit means for ordering the successive presentation of

19   appropriate queries on said display means;

20   compiling means to summarize inputs received from said customer

21   and to develop said work orders; and printing means to print work orders for

22   both said customer and said mechanics.

1   5.   The systems of Claims 1, 2, 3 or 4 which further comprise input and display

2   means for said mechanic to check and input the status of service or repair

3   work on said equipment, vehicles, or automobiles.

4   6.   The systems of Claims 1, 2, 3 or 4 which further comprise means for

5   transmitting work order data and completion data to an accounting subsystem

6   for calculation of a bill.

7   7.   The systems of Claims 1, 2, 3 or 4 which further comprise a data bank of

     customers, equipment, vehicles or cars to be serviced and to receive and

     maintain the status of service jobs.

     8.   The systems of Claims 1, 2, 3 or 4 which further comprise interactive

     communications means to originate and receive calls to and from said

     customers regarding the status of service or repair jobs.

     9.   The system of Claims 1, 2, 3 or 4 which further comprise interactive

     communications means to order repair parts from internal or external sources.

     10.   The system of Claims 1, 2, 3 or 4 wherein interactive computer monitor screens

     identify relevant portions of the equipment, vehicles, or automobiles, their

17   locations therein, and the location and nature of problems relating to the

18   service and repair of the equipment, vehicles or automobiles.

19   11.   The system of Claim 9 wherein said portions of vehicles comprise engines,

20   transmissions, and two or more drives,

21   heating and air conditioning, brakes, steering and suspension, power

22   accessories and electrical systems.

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1   12.   The system of Claims 1, 2, 3 or 4 wherein said input means comprise touch-

2   active computer monitor screens and keyboards.

3   13.   The system of Claims 1, 2, 3 or 4 which further comprise a database of

4   scheduled and unscheduled periodic maintenance tasks linked to pertinent query

5   screens by hypertext.

6   14.   An interactive process of receiving automobile repair and maintenance

customer inputs and developing work orders therefrom, comprising the steps of

querying the customer and receiving inputs regarding the customer and the

automobile ID via preprogrammed computer input/output means;

querying said customer regarding maintenance and/or repairs needed via

said computer input/output means and programmed sets of questions regarding

specified automobile systems;

utilizing Boolean logic steps to compile the requested services and

communicating, printing work orders, apprising the customer and automobile

mechanics of the needed services and/or repairs.

14.   An interactive process of receiving equipment repair and maintenance

17   customer inputs and developing work orders, comprising the steps of

18   querying the customer and receiving inputs regarding the customer and the

19   equipment ID via preprogrammed computer input/output means;

20   querying said customer regarding maintenance and/or repairs needed   Via

21   said computer input/output means and programmed sets of questions regarding the

22   specified equipment systems;

1 utilizing Boolean logic steps to compile the requested services and

2 communicating, printing work orders,   apprising the customer   and

3 equipment mechanics of the needed services and/or repairs.

4 . 15. An interactive process of receiving vehicle repair and maintenance customer

5 inputs and developing work orders, comprising the steps of

6 querying the customer and receiving inputs regarding the customer and

7 the vehicle ID via preprogrammed computer input/output means;

querying said customer regarding maintenance and/or repairs needed

via said computer input/output means and programmed sets of

questions regarding specified vehicle systems; and

compiling the requested services and repairs and printing work orders,

apprising the customer and vehicle mechanics of the needed services

and/or repairs.

16. All inventions taught herein.